

Order Management

➔ Benefit from time saving capabilities that enable you to manage a large volume of customer orders and to meet varied fulfillment objectives.



Be enterprising.

Today, manufacturers need to respond to changing order management and fulfillment requirements in order to compete. They must be able to offer order processing options that fit individual customer preferences, or risk losing their business to manufacturers that are willing to be flexible. This includes high volume order entry, configuration-to-order with features and options, electronic data interchange (EDI) orders with contracted trading partners, on-line internet orders, and individual quote-to-order applications. Critical in serving high volume order processing environments is real-time inventory visibility (available-to-promise), order allocation, substitute and cross selling capabilities, along with tight integration to warehouse management and logistics capabilities.

Leverage experience.

Infor™ VISUAL's Order Management capability allows companies to manage a large volume of customer orders and meet varied fulfillment objectives. The application helps users manage customer order allocation and new product deployment planning throughout the supply chain. Infor VISUAL Order Management helps you achieve optimized fulfillment, rapid order processing cycles, cost-effective sourcing of inventory to customer orders, and increased revenue with capabilities such as substitution, cross-selling items, and Value Added Services.

- Save time processing orders with easy-to-use Windows features and "Drag and Drop" capabilities.
- Improve customer support, order monitoring, and order maintenance with access to detailed order status

information.

- Confirm current inventory availability and future availability.
- Define primary and alternate warehouses for each customer.
- Track inventory easily.
- Reserve inventory for priority customers with future ship dates.

Get business specific.

Infor VISUAL's Customer Order Entry & Invoicing capabilities allow you to access complete sales order information instantly, while providing your customer service representatives with online support to enter and track customer orders and create invoices. Infor ERP VISUAL eliminates redundant data entry as users can easily flow from customer quotes through customer order entry, engineering, production, costing, shipping, and customer service. This allows customer service representatives to focus on taking action on credit problems, reschedule requirements, and release orders in a timely manner to meet required shipment dates. It also provides access to crucial data including general customer information and credit status, order backlog, material and resource availability, order acknowledgments, commissions, percentage of completion, and shipping information. Comprehensive sales analysis reports help decision-makers track everything from customers to sales representatives.

- Generate customer orders from quotes to automatically create order line item details within firm work orders.
- Access online information including customer open order balance, open receivable amounts, last payment date, average payment days, last order date, and total payments.
- Verify credit limits and aged receivables when entering customer orders.
- Access information about customers including, but not limited to, customer-specific price lists, discounts by part and customer, and online credit checking, as well as customer-specific part numbers, descriptions, and drawing numbers.
- Calculate sales tax by order or by individual line item.
- Specify sales commission splits with variable percentages.
- Print pre-formatted sales acknowledgments, sales orders, invoices, and shipping labels, as well as comprehensive sales

analysis reports by product code, customer, or sales representative.

- Create multiple delivery schedules and shipping addresses, allowing quick and easy entry of Blanket Orders for customers.
- Fully support RMA (Return Material Authorization) information for customer orders.

See results now.

Using revenue enhancing features and customizable services, manufacturers can gain a competitive edge with Infor VISUAL's Order Management. Gain the added speed, accuracy, and flexibility to satisfy your customers and increase the profitability of your enterprise.

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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